



Daryn Eikner, MS
Director of Service Improvement
Family Planning Council



What is change management?

- ▶ Process by which

- you lead an organization through change
- you move people from an awareness of change to acceptance and adjustment to the new reality

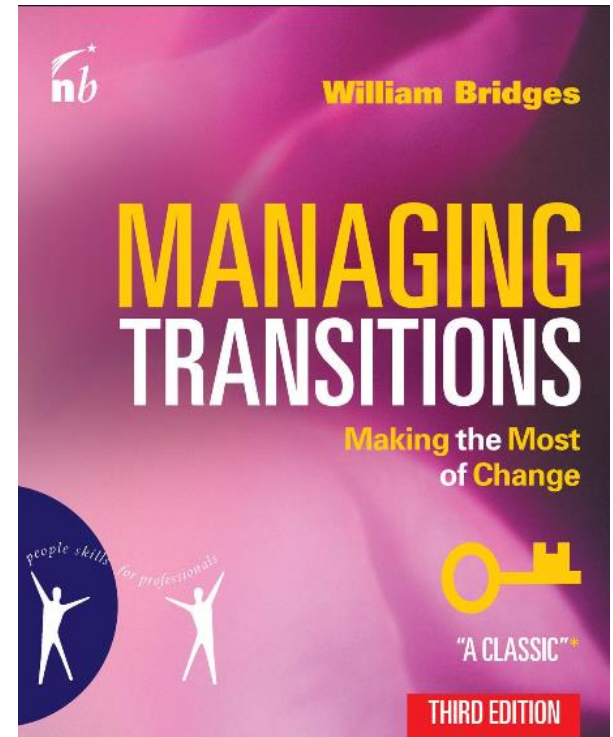
- ▶ Managing

- Transitions
 - Change
- 

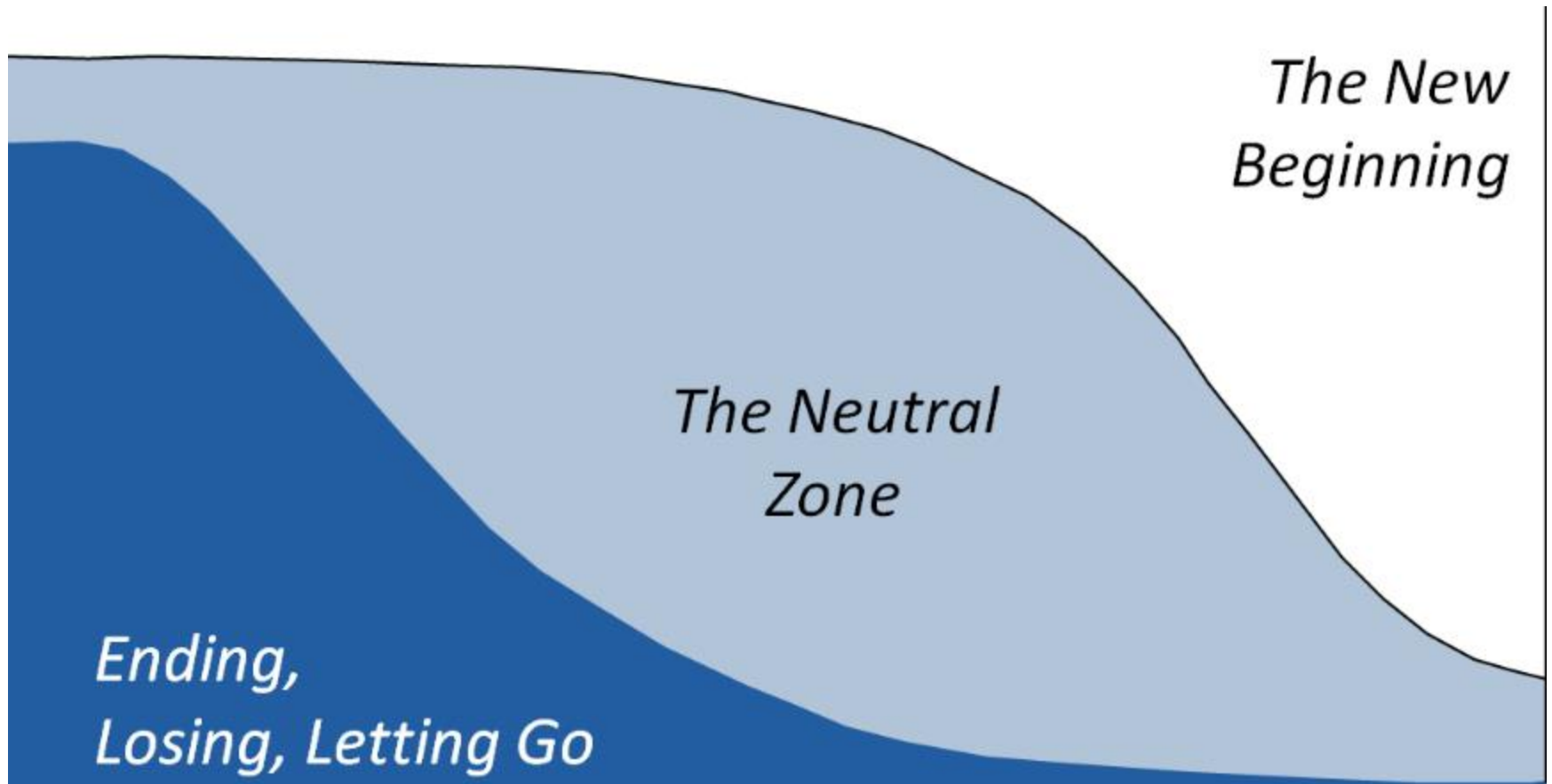
Managing Transitions



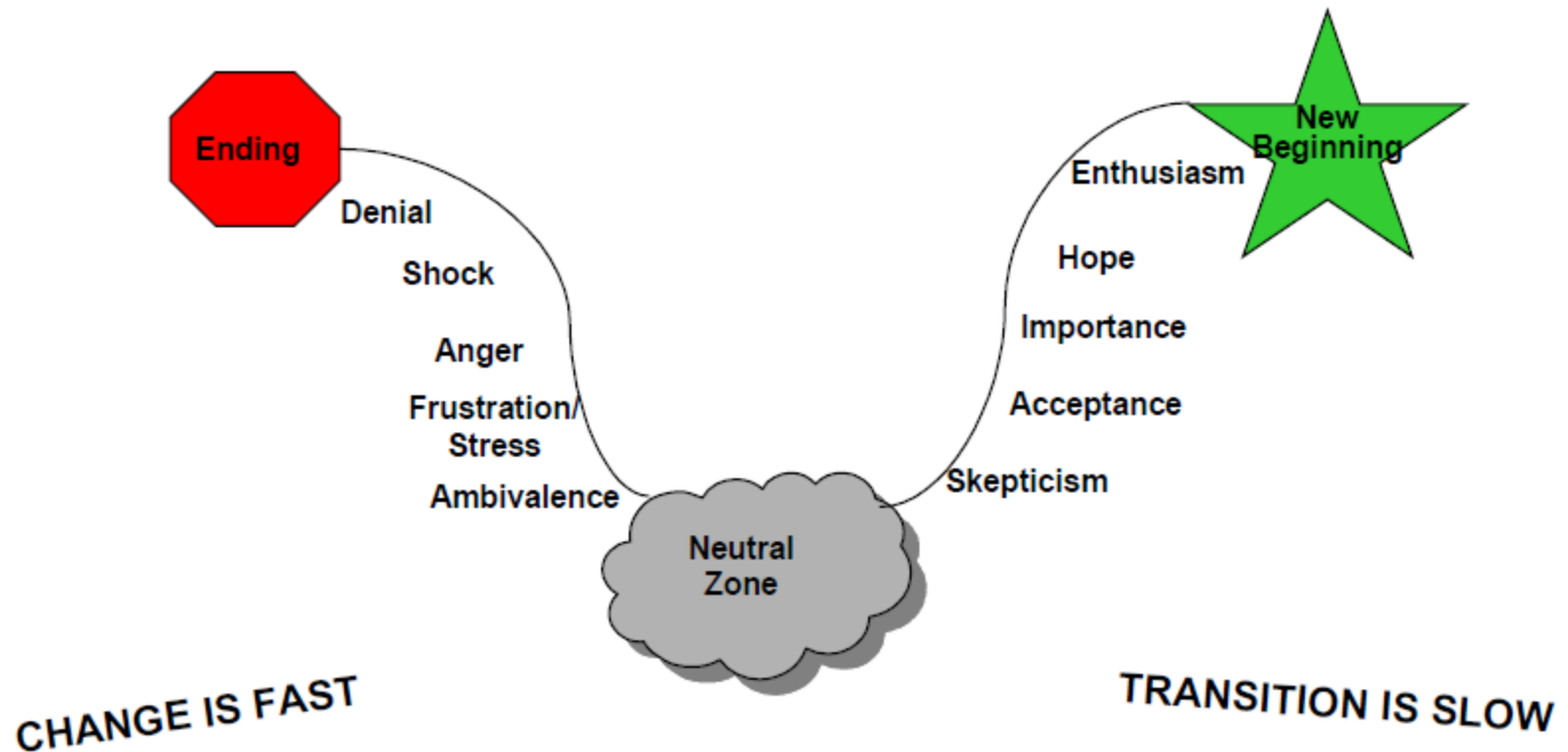
"A change can work only if the people affected by it can get through the transition it causes successfully."



Managing Transitions

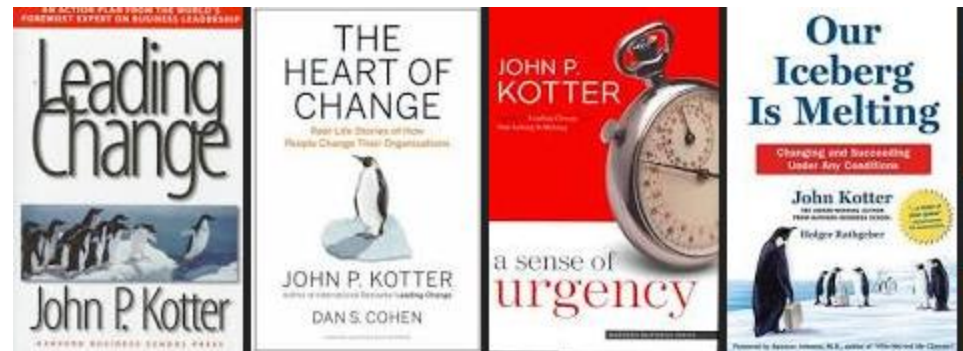


Managing Transitions

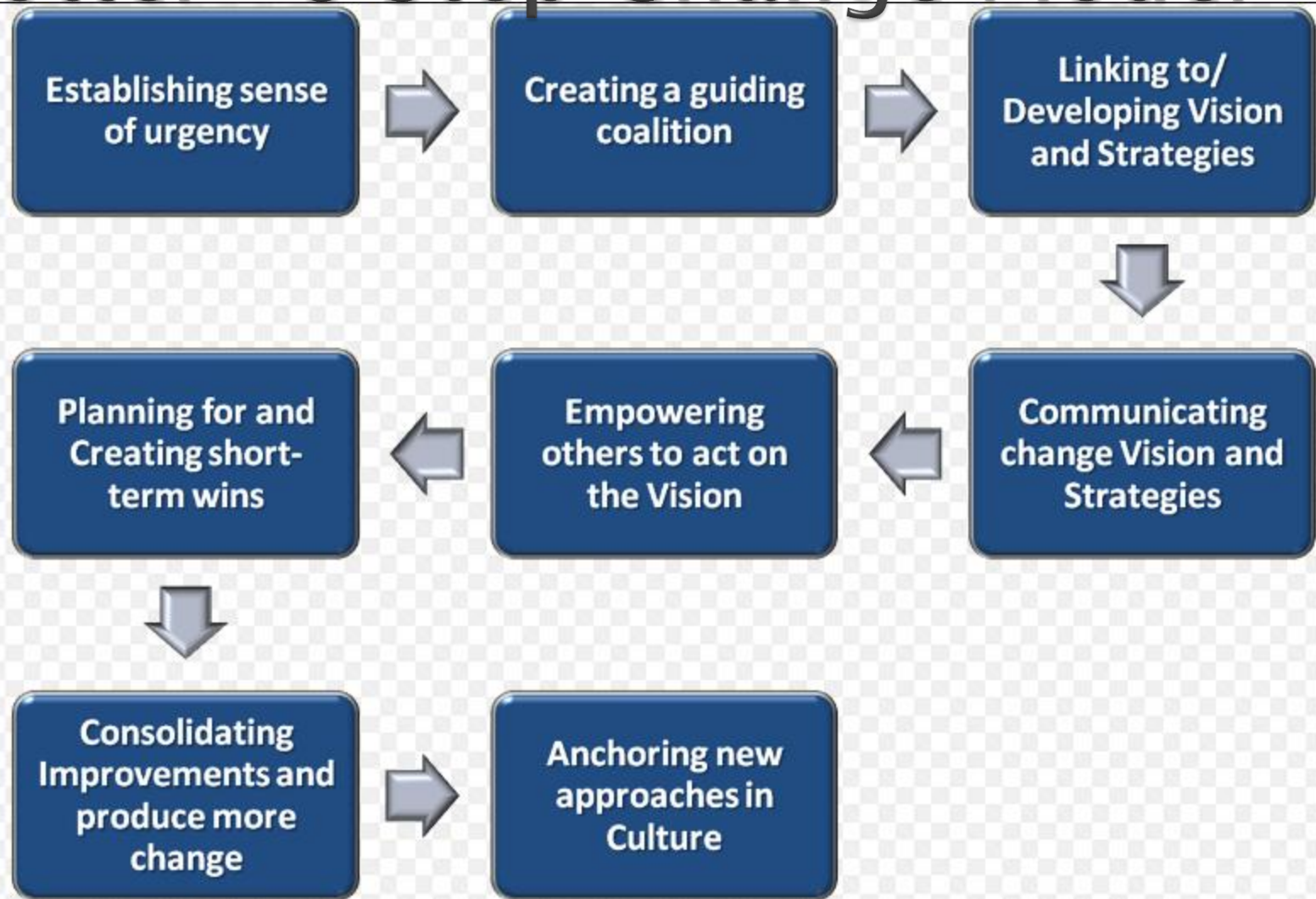


Managing Change

“The single biggest challenge facing leadership in a change process is just getting people to change their behavior” – and that happens... “When they are motivated to do so, and that happens when you speak to their feelings.”



Kotter– 8 Step Change Model



1.Establishing a Sense of Urgency

- ▶ What are the major issues?
- ▶ What crisis is on the horizon?
- ▶ What are the consequences of not changing?



2.Create a Coalition

- ▶ Power
- ▶ Expertise
- ▶ Credibility
- ▶ Leadership



3. Develop a Vision

- ▶ Define
 - Aim,
 - Scope
 - Timeline



4. Share the Vision



5. Empower People to Act



6. Plan for and Create Wins



- ▶ Prove change is worthwhile
- ▶ Reward efforts
- ▶ Fine tune strategies
- ▶ Build momentum

7. Improve and Make More Change



8. Anchor



If you don't like something,
change it.

If you can't change it,
change your attitude.

MAYA ANGELOU

Thank You

Daryn Eikner

daryn@familyplanning.org